Import of Crude Oil

2982. SHRI V. RAJAN CHELLAPPA : Will the Minister of PETROLEUM AND NATURAL GAS be pleased to state :

(a) the trend in the import of crude oil during the last three years, year-wise;

(b) the quantum of crude oil to be imported during the current financial year; and

(c) the steps taken by the Government to increase the refining capacity to save foreign exchange going out of the country.

THE MINISTER OF STATE OF THE MINISTRY OF PETROLEUM AND NATURAL GAS (CAPTAIN SATISH SHARMA) : (a) The import of crude oil during 1991-92,. 1992-93 and 1993-94 has been as under :

year	Quantity
1991-92*	(in MMT) 23.99
1992-93*	29.25
1993-94*	30.82

*Provisionul

(b) The import of 24.23 MMT of crude oil for the year 1994-95 has been envisaged.

(c) Efforts are being made to increase refining capacity by taking up expansion of existing refineries and by setting up of new grassroot refineries in the public Sector, Joint venture and Private Sector in oder to reduce expenditure on import of products.

Applications for Transfer of Dealers by Consumer of LPG "INDANE"

2983. SHRI GHUFRAN AZAM : Will the Minister of PETROLEUM AND NATURAL GAS be pleased to state :

(a) the details and number of applications received till 31st July, 1994 from the consumers of LPG "INDANE" by the Indian Oil Corporation Limited, (Customers Services), New Delhi for transfers from one dealer to another due to changes of their residential areas, provision of safety modes etc.;

(b) whether it is also a fact that the applicants are not being provided expeditious service by the concerned division of the IOC Limited despite repeated requests from the consumers of LPG "INDANE";

(c) whether it is also a fact that the company doesn't keep the consumers well-informed through their dealers notifying the names, addresses, telephone numbers for their contacts and for mitigating the grievances of consumers;

(d) if so, the facts and details thereof; and

(c) what further action is proposed to be taken in this regard so as to ensure proper information being given to all consumers through dealers net-work throughout the country including Delhi and New Delhi?

THE MINISTER OF STATE OF THE MINISTRY OF PETROLEUM AND NATURAL GAS (CAPTAIN SATISH SHARMA) : (a) According to the Indian oil Corporation Limited they have not received any application at their Customer Service Cell, Indane Area Office, New Delhi during April-July, 1994 for transfer from one dealer to another. As per policy, LPG customers can directly request the distributors servicing them for transfer of the their connection to another dealer on account of convenience or any reason including shifting of residence.

(b) to (e) Indian Oil Corporation Limited has specifically nominated officers at the Customer Service Cell exclusively to attend to the customers who visit the office with their grievances. All the LPG distributors of Indane arc under instructions from IOC to exhibit the names,